AMENDMENTS TO THE CLAIMS:

Please cancel claims 40-58 without prejudice or disclaimer of the subject matter contained therein.

This listing of claims will replace all prior versions, and listings, of claims in the application:

LISTING OF CLAIMS:

37. (Previously Presented)   A system for connecting a call center to a customer computer having a customer IP address, the system comprising a server configured to transmit a page having a URL for presentation on a remote customer computer, the page including a remote help option which when selected generates a help request form including the customer IP address, and the server further configured to forward the generated help request form to the call center.

38. (Previously Presented)   The system according to claim 37 wherein the request form further comprises a field for filling in a customer preferred time for call-back.

39. (Previously Presented)   The system according to claim 37 in which the request form further comprises said URL.

Claims 40-58 (Cancelled)